ABSTRACT OF THE DISCLOSURE

[0061] Methods are described for solving the problems associated with error messages by providing methods for unique identification of error messages to allow for resolving one or several messages to information, such as a knowledge base article. The methods include a method for reporting errors by generating an error message box upon determination that an error occurred, displaying the error message box to a user and allowing a user to interact with the error message box by selecting a universal resource locator (URL) in the error message box to connect to product support. The user can cause passing of a string to product support including an error message identifier to enable a search to match the error message identifier to information concerning the error. The information could be information about the error or a bug submission form for assisting product support to isolate a new error in the application.